

**CALIFORNIA DEPARTMENT OF TRANSPORTATION  
POSITION DUTY STATEMENT**

<b>CLASSIFICATION TITLE</b> Associate Personnel Analyst	<b>DIVISION/OFFICE/BRANCH</b> Human Resources Office of Statewide Liaison Services	
<b>WORKING TITLE</b> District Human Resources Liaison	<b>POSITION NUMBER</b>	<b>EFFECTIVE DATE</b>

**As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.**

**GENERAL STATEMENT:** Under the general direction of the Branch Chief, a Staff Services Manager I in the Division of Human Resources, the incumbent works as the District's Human Resources Liaison (HRL). The Human Resources Liaison independently provides technical guidance to managers and supervisors regarding current personnel issues, policy and procedure changes, and policy implementation. The Human Resources Liaison demonstrates a positive attitude, a commitment to providing quality service that is accurate, timely and exceeds our customers' expectations, and maintains complete confidentiality.

**TYPICAL DUTIES**

**Essential Tasks**

- 25% The HRL independently advises district management and supervisory staff on resolving or responding to routine personnel/labor relations issues, such as FMLA, Reasonable Accommodation, etc. Provides technical guidance to managers and supervisors on the initial phases of the progressive discipline process (i.e., verbal warnings and corrective interview memos), in accordance with established procedures and the principles of progressive discipline by: (1) advising supervisor/manager on documentation required; (2) reviewing memos to ensure appropriateness/completeness, and that proper grammar, spelling, and punctuation guidelines are applied, and (3) reviewing requests for adverse action prior to obtaining signature to ensure completeness. Refers disciplinary issues involving workplace violence, discrimination, sexual harassment and theft or where an internal/external investigation has been conducted to the Office of Discipline Services in Headquarters.
- 20% The HRL independently develops and conducts training on various Human Resources topics for District supervisors and managers. Training will include but is not limited to Duty Statements, Documenting Employee Performance, the Individual Development Plan (IDP) process, FMLA/CFRA, and Reasonable Accommodation. Training will be conducted regularly and routinely in each District Office regarding personnel procedures and supervisory responsibilities to ensure that existing and newly appointed managers and supervisors are aware of the most current Human Resources processes and information.

- 15% The HRL serves as the District Office Reasonable Accommodation Liaison, and is responsible for meeting with district staff and/or supervisors/managers to explain the reasonable accommodation process, provide general guidance, and answer general questions regarding the process so that issues are resolved within the timeframes set forth by law. Independently reviews, analyzes, and recommends courses of action for requests for reasonable accommodation, which may require working directly with supervisor/manager to draft correspondence to physicians. When necessary, discuss complex issues with the Department's Reasonable Accommodation Coordinator to ensure the Department is following the laws, rules, and regulations set forth by the State Personnel Board (SPB), Department of Fair Employment and Housing (DFEH), and the Equal Employment Opportunity Commission (EEOC). As needed, assists supervisors/managers with the proper placement of district employees regarding work-related injuries, including proper placement of employees with non-work related modified work assignments due to temporary work restrictions, by consulting with District Safety Office and/or Return-to-Work Coordinator and Reasonable Accommodation Coordinator in HQ.
- 15% The HRL provides support at the District level to the DHR Examination Program and serves as Chief Proctor on non-MSP examinations or Chairperson on Qualifications Appraisal Panel (QAP) interview examinations, and receiving, auditing, and securing examination materials. The Liaison is expected to comply with civil service rules and regulations regarding the administration and security of examinations, as well as the written guidelines set forth in the Caltrans Examination Security Procedures for Liaisons. The Liaison may be required to travel to other district offices as needed to assist with other DHR functions.
- 10% The HRL coordinates the service of actions received from the Office of Discipline Services for the District. Serves as the contact person for employee/representative when an action is served, schedules Skelly and Coleman hearings, notifies all parties, provides the Skelly/Coleman Officer with all relevant documents prior to the Skelly/Coleman meeting, and provides timely notification to all parties of the Skelly/Coleman Officer's recommendation as a result of the meeting. On occasion, may be required to serve as a note taker at an actual Skelly/Coleman meeting.
- 10% The HRL independently provides expert advice and consultation to District Executive staff regarding personnel issues. This involves effective communications with district management to build understanding and to strengthen cooperation in the administration of the Division of Human Resources' policies and procedures in accordance with State laws and rules that govern personnel operations. As necessary, the HRL works with district management to identify short and long-term personnel/organizational needs so that program goals and objectives are met. The HRL submits to the Division of Human Resources Branch Chief, for review, approval, and implementation, action plans that effectively meet customer needs by delivering quality services in the most cost effective manner. Knowledge of the Department's program goals and objectives, policies and

procedures, Employment Laws, and the Government Code, as well as the Division of Human Resources policies, procedures and practices is expected.

#### Marginal Tasks

5% The HRL may serve as back up to the District Transactions Liaison by providing assistance to employees regarding benefits, pay and leave balances, and any other benefit-related issues. The District HRL is expected to provide coverage to other district offices as needed, and may assist on special projects/assignments and complete other duties as assigned.

### **SUPERVISION EXERCISED**

None; however, may serve in a lead worker capacity over other DHR staff, providing guidance and reviewing work.

### **KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS**

The HRL is knowledgeable and able to independently interpret and apply all laws, rules, policies, and practices related to personnel operations in State government. The HRL must be familiar with and have knowledge of Caltrans mission and goals, policies and procedures, and be able to apply the personnel management program needed to accomplish them. The HRL must be able to reason logically, use analytical and research techniques to solve difficult personnel problems, use good judgment, work independently, and be able to draw valid conclusions and make recommendations for the appropriate course of action. Additionally, s/he must be able to express ideas and present information clearly and logically, both orally and in writing to managers, supervisors, and employees.

The HRL must have knowledge of various computer applications such as Word, Excel, Powerpoint, email (Outlook) and the Internet, and must be able to give oral presentations to groups of various sizes and at various levels of within Department. The HRL will be expected to review and evaluate requests from managers and supervisors that cover a broad range of personnel issues. S/he will develop technically sound alternatives that may include developing new approaches and organizational changes or revisions. S/he must be able to provide thorough and completed staff work on personnel related issues and meet the needs of the operational units.

### **CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS**

The HRL makes independent decisions that may be sensitive in nature and, if necessary, require discussion with the supervisor. Poor decisions could result in the failure to properly resolve employee issues, inappropriate action(s) being taken against an employee, financial liability and/or discredit to the department. The HRL must be able to act responsibly and research existing policies and rules prior to making any recommendation(s) on how to handle any specific issue.

The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employees' confidential information may damage the Division of Human Resources (DHR) reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

## **PUBLIC AND INTERNAL CONTACTS**

The HRL confers with all levels of management and staff in Caltrans and with employee representatives (e.g., union representatives, personal attorneys, etc) in his/her daily activities. They also consult with staff from various control agencies for guidance and assistance.

## **PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS**

May be required to sit for prolonged periods of time, use a computer keyboard and monitor, and be able to develop cooperative working relationships with all customers. The Liaison may be required to move large or cumbersome manuals and/or equipment from one location to another, including training materials and/or handouts. Must be able to attend off-site meetings regularly and must be able to travel to Headquarters occasionally.

Sustained mental activity will be required for problem solving, analysis and reasoning. Ability to recognize emotionally charged issues or problems and able to respond appropriately to difficult situations. Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects on short notice.

Analysts interact with the public and employees at all levels within the department and other agencies. This interaction requires the ability to develop and maintain cooperative working relationships with individuals of diverse cultural backgrounds.

## **WORK ENVIRONMENT**

While at their base of operation, employees will work in a climate-controlled office at workstations within cubicles under artificial lighting. Incumbent may also be required to travel to and from Southern California District Offices and Headquarters, and work outdoors where s/he may be exposed to dirt, noise, uneven surfaces, and/or extreme cold or heat.

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I have read, understand and can perform the duties listed above. If you believe you may require accommodation, please discuss this with the hiring supervisor.

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**Employee**

**Date**

I have discussed and provided a copy of this duty statement to the employee named above.

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**Supervisor**

**Date**